

**MINUTES OF THE MARYLAND TRANSPORTATION COMMISSION**  
**May 6, 2020**

**I. Call to Order**

Chair Jim Calderwood called the Maryland Transportation Commission meeting to order on Wednesday, May 6, 2020 at 10:30 AM via virtual Teams meeting.

**II. Roll Call**

The following individuals were present:

James A. Calderwood, Chair  
William Callahan, Member  
Camillo DiCamillo, Member  
Debra Farrar-Dyke, Member  
Thomas Hampton, Member  
Jennifer Hill-Lineweber, Member  
Elmer Horsey, Member  
Natasha Iheme, Member  
George Littrell, Jr., Member  
Lisa Weimin Liu, Member  
Barbara Richman-Kahn, Member  
Michael Moore, Member  
Ben Neil, Member  
Gary Simpson, Member  
Gregory Snook, Member  
Mario VillaSanta, Member  
MDOT Staff Ian Beam  
MDOT Staff Brittany Brothers  
MDOT Staff Corey Stottlemeyer

**III. Opening Remarks**

Mr. Calderwood welcomed members to the virtual meeting and welcomed back Corey Stottlemeyer, Director of the Office of Strategic Customer Service at the Maryland Department of Transportation (MDOT).

#### **IV. Approval of Meeting Minutes**

Mr. Calderwood asked for a motion to approve the minutes from the April 1, 2020 meeting. Mr. Moore made a motion to approve the minutes and Ms. Hill-Lineweber seconded the motion. The motion carried unanimously.

#### **V. MDOT Public Perception Presentation**

Mr. Bean introduced Mr. Stottlemeyer, who started his presentation by engaging members in a discussion about their experience with the Maryland Transportation Commission and plans post COVID-19. Mr. Stottlemeyer's presentation included data and strategies for how MDOT measures customer satisfaction, how MDOT's vision supports the Governor's Customer Service Promise, how MDOT is serving its customers, MDOT's customer service survey, and how MDOT effectively communicates with its customers.

#### **VI. Dedication Requests**

There were no dedication requests.

#### **VII. Other Business**

Mr. Bean provided members with information about two letters of support seeking signatures: one regarding the Southern Maryland Rail and another regarding Penn Station Federal Funds.

#### **VIII. Adjournment**

Mr. Calderwood asked for a motion to adjourn the meeting and reconvene on June 3, 2020. Mr. Moore made a motion to adjourn the meeting and Ms. Richman-Kahn seconded the motion. The motion carried unanimously and the meeting was adjourned.